

VOLUME II

CHAPTER 1

GENERAL PROVISIONS

100. PURPOSE

Volume II of the DoD Postal Manual prescribes policy and procedures for the processing and delivery of both personal and official mail at military postal activities. Specific operating instructions are provided to include receptacle service and directory service.

101. APPLICABILITY AND SCOPE

1. This Manual applies to all military post offices (MPOs), postal service centers (PSCs), unit mailrooms (UMRs), and other administrative sections utilizing unit mailclerks or mail orderlies to deliver mail. All such activities shall maintain an updated copy of this Manual.

2. Personnel performing duties in official mail distribution centers shall be appointed on DD Form 285, "Appointment of Military Postal Clerk, Unit Mailclerk, or Mail Orderly."

3. The instructions contained in this volume do not apply to processing of official mail in official mail distribution centers. Any personal mail entered into official mail channels shall be handled and protected under the policies and procedures contained in this Manual.

102. POLICY

1. The MPS shall transmit official and personal mail promptly, efficiently, and economically in support of the DoD mission and consistent with the required delivery date, security, accountability, and class of mail.

2. Duplication of postal services by the MPS of those provided by the U.S. Postal Service (USPS) is not authorized.

3. The Military Postal Service Agency (MPSA) goal is to provide as a minimum, a level of service equal to that provided by USPS to the public sector in the United States.

4. Major commanders desiring to issue supplemental instructions to this Manual, necessitated by local conditions, must first have a draft approved by the Executive Director, MPSA-OP, Alexandria, Va 22331-0006, before publication. Such instructions shall be consistent with current laws, USPS and DoD policies and Procedures, and this Manual. A copy of each MPSA-approved supplement that is published shall be furnished to MPSA.

5. Requests for exceptions to policy or procedure outlined in this Manual or in USPS regulations and instructions shall be submitted in writing through channels to MPSA.

103. CHANNELS OF COMMUNICATION

1. The MPSA is the single DoD point of contact with Headquarters (HQ), USPS, and other government Agencies on policy and operational MPS matters. Responsible commanders serviced directly by USPS, shall designate a local point of contact for liaison with local USPS officials for resolving installation and activity postal matters. If a problem arises that cannot be resolved locally such as disagreement on levels of USPS service outlined in Appendix D, or an issue requiring the establishment of policy that applies to all DoD Components whether in the-continental United States (CONUS) or overseas, the matter shall be forwarded through channels to MPSA.

2. The MPSA shall communicate directly with DoD Components and their subordinate elements to establish and implement uniform worldwide postal practices and procedures.